

## **Privacy Policy Notice**

Denne Country Stores is committed to protecting your personal information when you are using our services. In order for us to maintain a high level of service as a retail store, we have to protect your data in a safe and responsible manner.

Our Privacy Notice contains important information about personal details we collect; what we do with that information; who we may share it with and why; and also your personal rights you have as a data subject and your choices.

If at any time, we need to change our Privacy Policy to keep up with legislation updates we will contact you to let you know.

### **What information does us as a company store?**

As a company we collect and process a range of information about you. Things such as...

- . Your name
- . Your email address
- . Your home address
- . A contact number
- . Any transactions made between yourself and Denne Country Stores.

### **Where does Denne Country Stores collect the information from?**

The company collects this personal information in a variety of different ways such as directly from you in store or from a variety of sources, including:

By telephone conversations with us where it is required to take basic information for deliveries and dealing with enquiries on a legitimate basis.

We also receive personal data via email which you send to us.

### **What is Denne Country Stores legal basis for processing your personal data?**

**At Denne Country Stores, our lawful basis for processing your general personal data includes:**

- . Consent from the data subject.
- . Processing the necessary data from the data subject for the purposes of the legitimate interests of the data controller and the data processor.

## **How will Denne Country Stores use your personal data?**

Denne Country Stores will use your personal data in a number of different ways, including:

- . Emailing you with promotions regarding Christmas sales etc.
- . Confirming delivery times
- . Processing data to the necessary employees within the workplace to make sure deliveries are sent to the correct addresses.
- . To take on enquiry tasks you may want completed regarding ordering in goods, finding out prices etc.

We take looking after your personal data seriously, so will only ever collect and process information where it is necessary. We will only collect and use your information where we have a legitimate lawful basis.

## **Is the information shared with other companies?**

The personal data we hold is never shared with other companies and is only held within the UK.

## **How does Denne Country Stores protect your information?**

Protecting the data subjects personal information is something that is paramount here at Denne Country Stores and whether the information is stored on paper, online or any other media type then there will be relevant operations put into place to minimise loss or damage of your personal information and we will always have the appropriate safeguards applied to be in line with data protection obligations.

## **How long does Denne Country Stores keep your information?**

We keep your personal data for no longer than necessary; or until the lawful basis in which we are recording them for is complete.

Your personal data will be reviewed to ensure that where there is information that is no longer required, it is destroyed appropriately and securely.

## **Your individual rights, as data subjects**

As data subjects there are a number of rights you have with regards to the information we hold.

.The right of access! You have a right to receive the information we hold for you upon request.

. The right to be informed! You have a right to be informed on what data we hold, how we use it and who we share it with.

. The right to request a change in personal data! If there is any information that may now be incorrect, you can request it is deleted or rectified.

. You can also request erasure of any of the information that we hold for the data subject.

**How to make a complaint.**

Although it should never happen, sometimes complaints can occur. We will always strive to make sure your personal data is protected with the highest of standards but if you do not feel we have handled your information as set out in our Privacy Policy please contact us on either our landline on **01525 270211** or send us an email to [\*\*denncountry@btconnect.com\*\*](mailto:denncountry@btconnect.com) and we will do everything in our power to make things right.